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Asia Pacific Contact Center Intelligence Market By Component (Solution and Services), By Technology (Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others), By Deployment Type (On-premise and Hosted), By End User (Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others), By Country, Industry Analysis and Forecast, 2020 - 2026

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Abstracts

The Asia Pacific Contact Center Intelligence Market would witness market growth of 25.4% CAGR during the forecast period (2020-2026).

The growth in the adoption of AI-empowered chatbots is a key trend showed in the market. They utilize existing data, for example, frequently asked questions (FAQs) and the organization's database to offer better customer support. Chatbots considerably cut down the waiting time for clients as their reaction time is very quick. They can offer help to numerous customers all at once unlike a human agent, who might be restricted in his/her capacity to do as such. For example, in China, WeChat utilizes a blend of AI chatbots alongside human operators across its customer care channels to serve more than 1 billion dynamic users.

Digitalization is changing the developing worldwide market for contact centers, with service providers utilizing a variety of cost-effective innovations to enhance performance, deliver the increased value of their customers, and surpass purchasers' rising desires for top-notch customer service. By giving helpful, seamless, and

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customized communications through different channels, a new type of smart computerized service provider is increasing present expectations. As the industry advances, HR will be utilized all the more productively, and associations will have the option to utilize more nimble and versatile support models. As human mistakes are wiped out, precision and quality will ascend with more fact-based decision-making. Then, solution suppliers will develop even smart automation items.

The integration of AI with social media monitoring solutions is helping agents in better understanding the feedbacks given by the customers. The rising degree of customer engagement through social media platforms is foreseen to boost the development of the market over the forecast period. The rising volumes of information being created by organizations and the increasing adoption of AI-fueled chatbots to oversee work activities productively and viably are a portion of the main factors that look good for the development of the market. Conversational AI is broadly adopted by organizations to improve client experience while lessening the operational expenses of contact centers. AI-enabled chatbots are especially helping agents with pertinent information to change customer calls into smart decision-driven activities. The ensuing improvement in self-service and agent utilization is further diminishing contact center costs.

Based on Component, the market is segmented into Solution and Services. Solutions segment is further bifurcated across Intelligent Interactive Voice Response (IVR) System, Chatbot and Intelligent Virtual Assistant (IVA). Based on Technology, the market is segmented into Computer Vision, Automatic Speech Recognition, Machine Learning, Natural Language Processing and Others. Based on Deployment Type, the market is segmented into On-premise and Hosted. Based on End User, the market is segmented into Telecom & IT, Government, Healthcare, Consumer Goods & Retail, Travel & Hospitality, BFSI and Others. Based on countries, the market is segmented into China, Japan, India, South Korea, Singapore, Malaysia, and Rest of Asia Pacific.

The market research report covers theanalysis of key stake holders of the market. Key companies profiled in the report include Cisco Systems, Inc., Oracle Corporation, Google, Inc., SAP SE, Microsoft Corporation, IBM Corporation, NICE Ltd., Five9, Inc., Zendesk, Inc., and 3CLogic Software, Inc.

Scope of the Study

Market Segmentation:

By Component

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- Solution
  - Intelligent Interactive Voice Response (IVR) System
  - Chatbot
  - Intelligent Virtual Assistant (IVA)
- Services

By Technology

- Computer Vision
- Automatic Speech Recognition
- Machine Learning
- Natural Language Processing
- Others

By Deployment Type

- On-premise
- Hosted

By End User

- Telecom & IT
- Government
- Healthcare

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Consumer Goods & Retail

Travel & Hospitality

BFSI

Others

By Country

China

Japan

India

South Korea

Singapore

Malaysia

Rest of Asia Pacific

Companies Profiled

Cisco Systems, Inc.

Oracle Corporation

Google, Inc.

SAP SE

Microsoft Corporation

IBM Corporation

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NICE Ltd.

Five9, Inc.

Zendesk, Inc.

3CLogic Software, Inc.

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